Process Document
Crisis/State-only Membership Services Online

Overview

Mercy Care is responsible for administering limited crisis and state-only services for persons having behavioral health coverage through an ACC or another RBHA. To adequately process claims for these individuals, Mercy Care RBHA must have enrollment information for the member.

Effective Monday, December 3, 2018, providers rendering crisis and/or state-only services to persons having behavioral health coverage through an ACC or another RBHA will share basic information with Mercy Care. Mercy Care will compile the member detail and send it to AHCCCS in a daily file. AHCCCS will process the records and return enrollment detail in an 834 file. Once Mercy Care has this information, crisis and state-only services will be adjudicated.

Crisis/State-only Membership Submission

A new left-hand panel link (Crisis/State-only Membership) will be available to providers to identify individuals requiring crisis and/or state-only services. The following data elements are required:

- Membership Type C for Crisis Services. Span will be set at 3 days. S for State-only Services. Span will be set at 30 days.
- AHCCCS ID. Absolutely required. Member must already be actively enrolled in the Medicaid system.
- Member last name. Informational only. Limited to 20 characters.
- Member first name. Informational only. Limited to 10 characters.
- Span start date. The first day services began.
- Span end date. This data point is not entered by providers; it is auto-generated based on the membership type selected.

This document describes the online submission process and includes links and embedded information to assist providers.

Medicaid Web Portal

To submit membership information, users must have permissions to the Medicaid Web Portal. Each provider organization should have at least one user identified as a Portal Administrator. The Administrators are responsible for maintaining user permissions for their organization. This includes registering new users and deactivation of accounts for users that have left the organization or otherwise should no longer have permissions. Contact your Provider Relations Liaison if you need help identifying the Administrator for your organization.

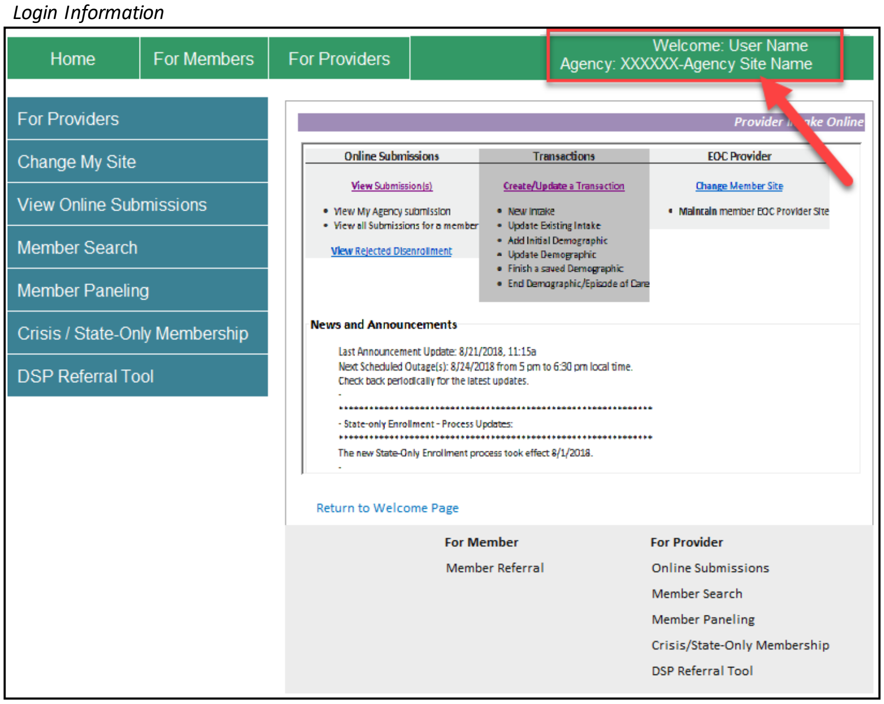
Provider Intake

Several tools are available on the Medicaid Web Portal, but Provider Intake is the application used to view, manage and submit enrollment records online. The link for Provider Intake is in the Health Tools menu.

The link will open the Provider Intake landing page in a new browser window. From this page you may submit Non-Title enrollment records and view online submissions.

Take note of the agency information under the user name at the top of the page. This indicates the location/site you are representing. Users may change the site by selecting a value from the Change my Agency function in the upper left-hand menu. The sites displayed in drop-down box are those affiliated with your user credentials.

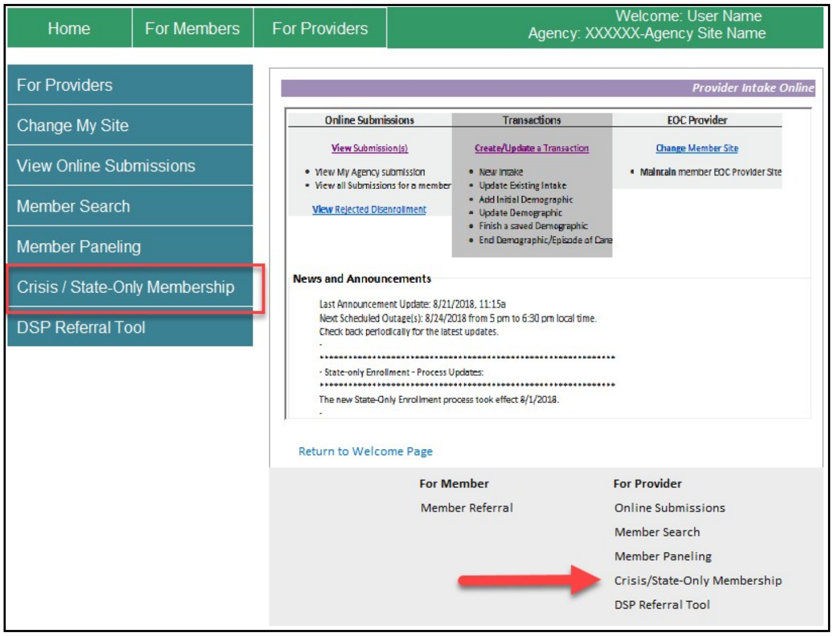
Login Information



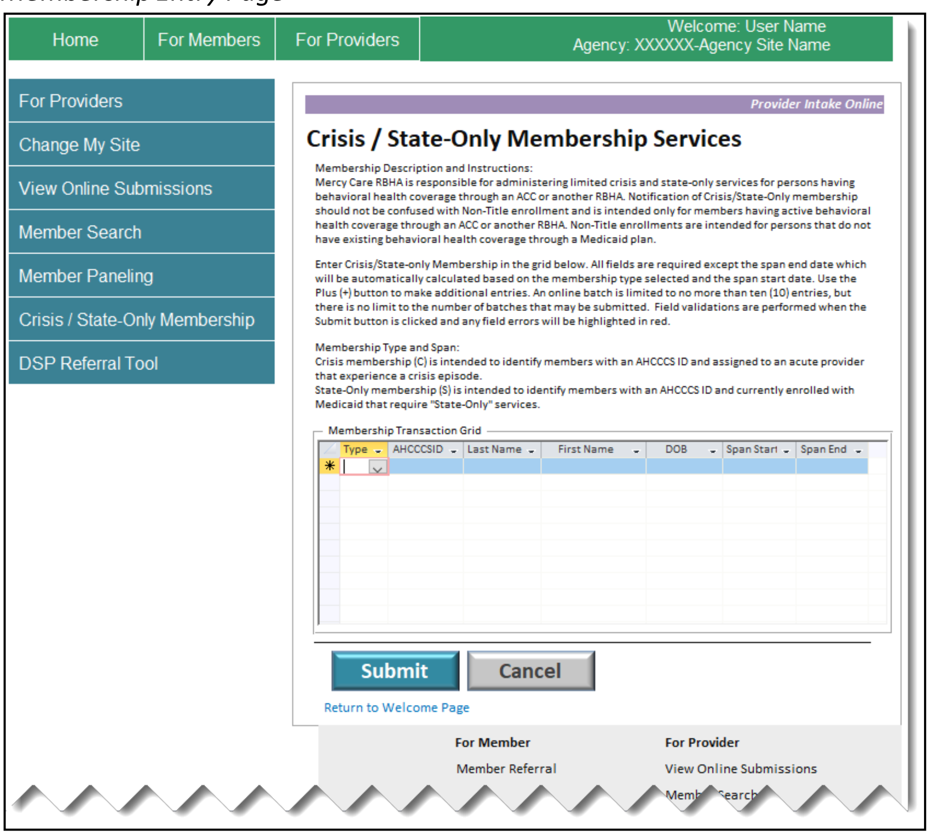
Crisis/State-Only Membership Entry Page

Select the Crisis/State-only Membership option from the left-hand menu, or the link at the bottom of the page, to display the membership entry page.

Selection Links

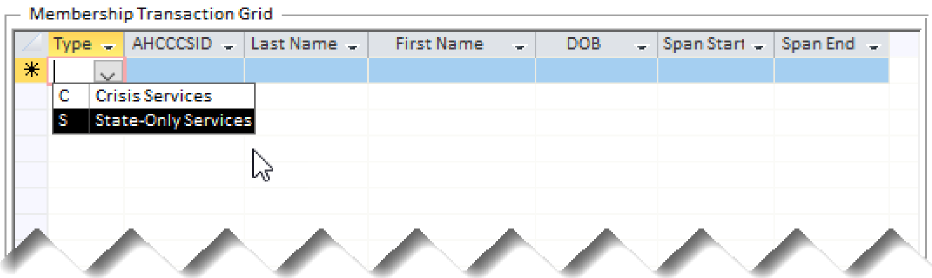


Membership Entry Page

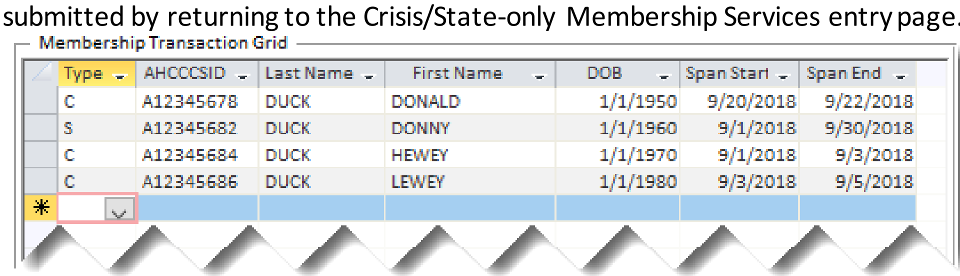


Crisis/State-Only Membership Submission

1. Select the Membership Type from the dropdown list: C for Crisis Services (Span will be set at 3 days) or S for State-only Services (Span will be set at 30 days)



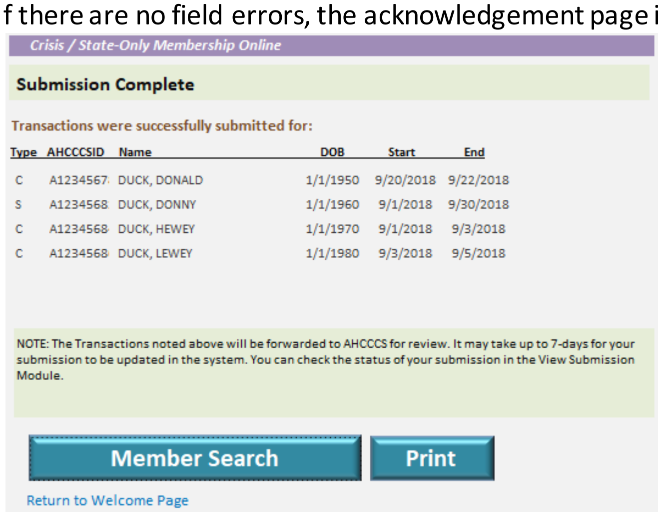
2. Enter the member's AHCCCS ID. Members must already be actively enrolled in the Medicaid system to utilize this process.
3. Enter the member's last name, up to 20 characters. The name is required for tracking purposes only. If the name is longer than the allotted space, use the first 20 characters.
4. Enter the member's first name, up to 10 characters. The name is required for tracking purposes only. If the name is longer than the allotted space, use the first 20 characters.
5. Enter the member's date of birth. Select the appropriate date from the calendar.
6. Enter the Span Start Date. Select the appropriate date from the calendar. Once both the Membership Type and the Span Start Date are entered, the Span End Date is auto-calculated.
7. Repeat steps 1 thru 5 for up to 10 members. Note: Both crisis and state-only memberships may be submitted at the same time. If adding additional members, additional 'batches' may be submitted by returning to the Crisis/State-only Membership Services entry page.



Membership Transaction Grid

Type	AHCCCSID	Last Name	First Name	DOB	Span Start	Span End
C	A12345678	DUCK	DONALD	1/1/1950	9/20/2018	9/22/2018
S	A12345682	DUCK	DONNY	1/1/1960	9/1/2018	9/30/2018
C	A12345684	DUCK	HEWEY	1/1/1970	9/1/2018	9/3/2018
C	A12345686	DUCK	LEWEY	1/1/1980	9/3/2018	9/5/2018

8. Click the Submit button to submit your entries.
9. If there are no field errors, the acknowledgement page is displayed.



Crisis / State-Only Membership Online

Submission Complete

Transactions were successfully submitted for:

Type	AHCCCSID	Name	DOB	Start	End
C	A1234567	DUCK, DONALD	1/1/1950	9/20/2018	9/22/2018
S	A1234568	DUCK, DONNY	1/1/1960	9/1/2018	9/30/2018
C	A1234568	DUCK, HEWEY	1/1/1970	9/1/2018	9/3/2018
C	A1234568	DUCK, LEWEY	1/1/1980	9/3/2018	9/5/2018

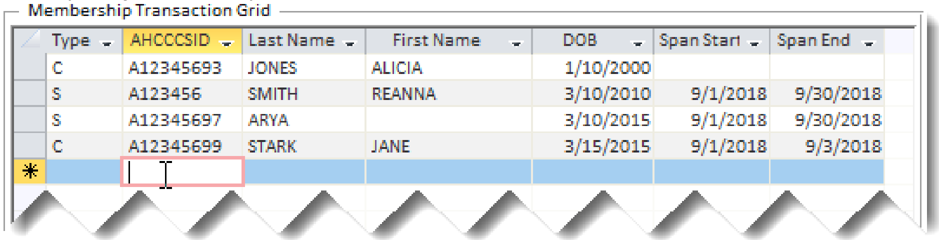
NOTE: The Transactions noted above will be forwarded to AHCCCS for review. It may take up to 7-days for your submission to be updated in the system. You can check the status of your submission in the View Submission Module.

Member Search | Print

Return to Welcome Page

10. If any fields are missing, or there is a problem with the entered data, the problem field(s) will be highlighted in red. All submissions must be error-free to submit the batch.

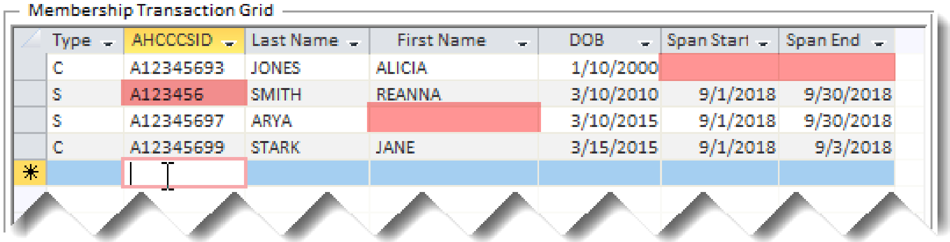
Example of an incomplete submission



Membership Transaction Grid

Type	AHCCCSID	Last Name	First Name	DOB	Span Start	Span End
C	A12345693	JONES	ALICIA	1/10/2000		
S	A123456	SMITH	REANNA	3/10/2010	9/1/2018	9/30/2018
S	A12345697	ARYA		3/10/2015	9/1/2018	9/30/2018
C	A12345699	STARK	JANE	3/15/2015	9/1/2018	9/3/2018

Incomplete submission following Submit button click

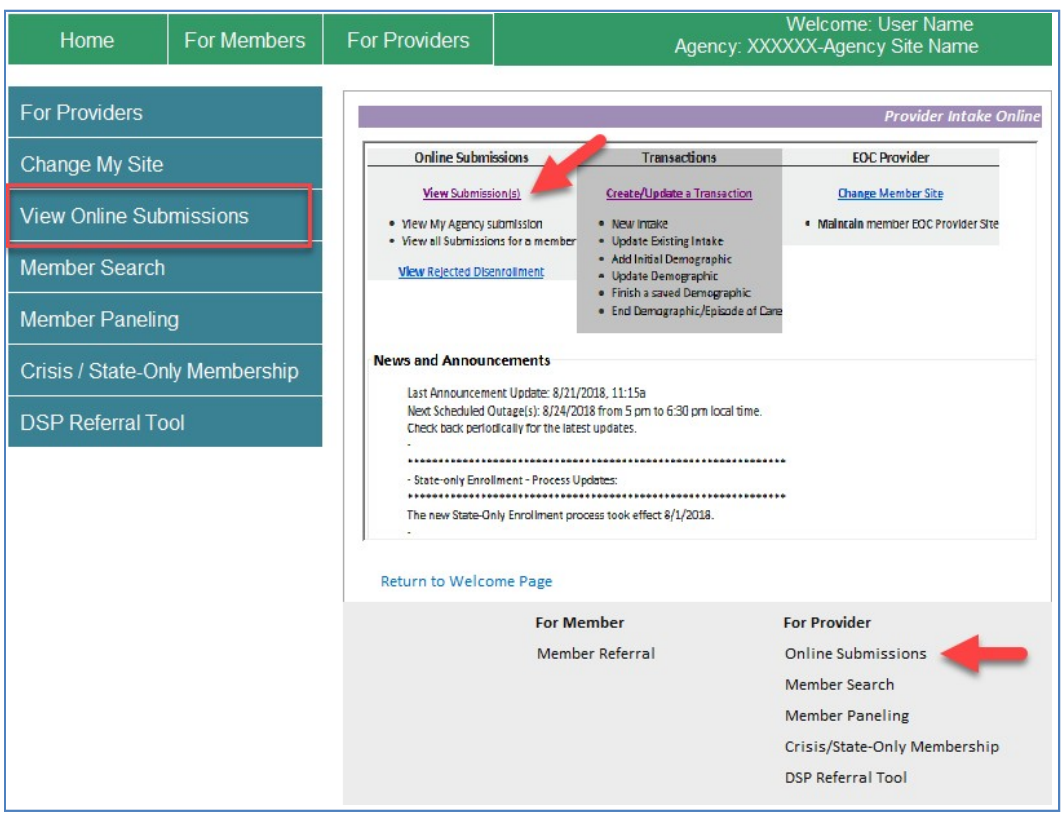


Membership Transaction Grid

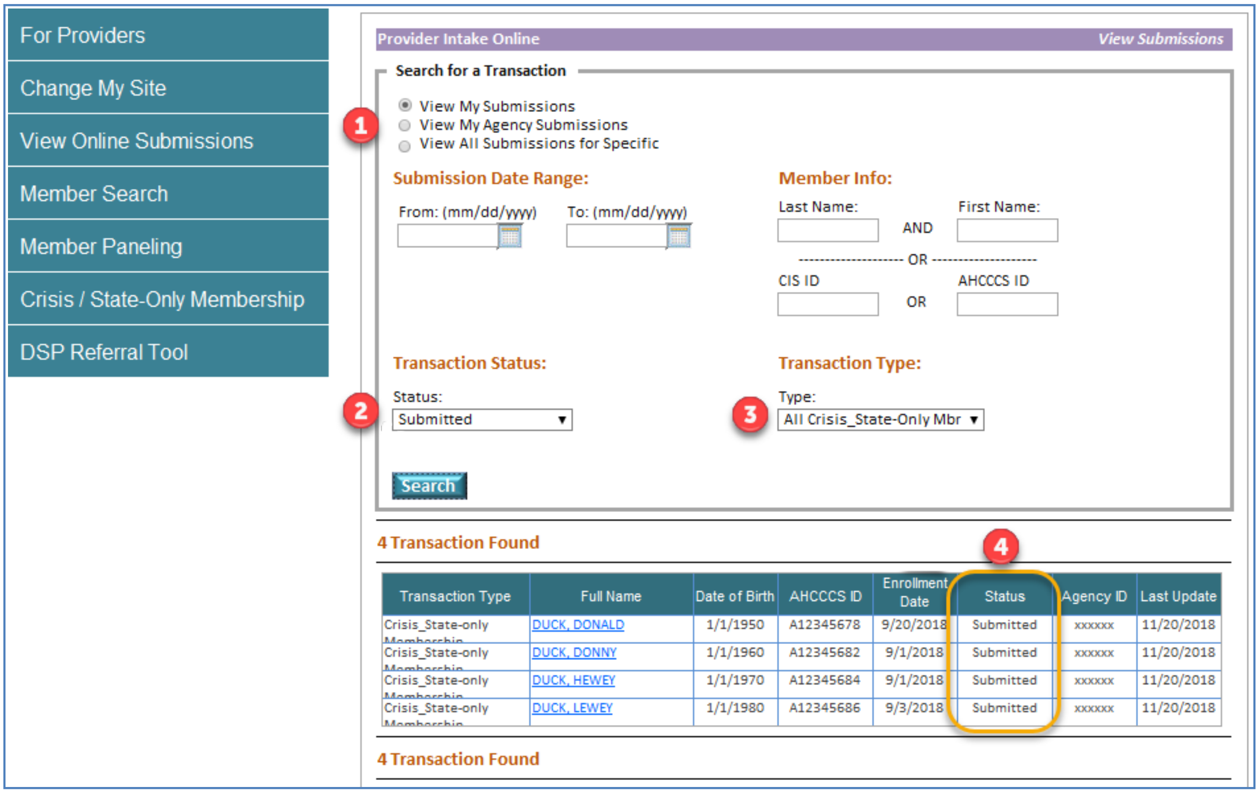
Type	AHCCCSID	Last Name	First Name	DOB	Span Start	Span End
C	A12345693	JONES	ALICIA	1/10/2000		
S	A123456	SMITH	REANNA	3/10/2010	9/1/2018	9/30/2018
S	A12345697	ARYA		3/10/2015	9/1/2018	9/30/2018
C	A12345699	STARK	JANE	3/15/2015	9/1/2018	9/3/2018

VIEW SUBMISSIONS

Online submissions can be monitored through the View Submissions module of the Provider Intake Application. The View Submissions module can be accessed in one of three ways: 1) via the left-hand panel, 2) home page link and 3) page footer link. NOTE: Electronic File submissions cannot be viewed in the View Submission module.



Once the View Submissions Module page is displayed, select a report type (1), select a Transaction Status (2), select a Transaction Type (3), and then click the Search button. Transaction meeting your criteria will be displayed (4).



The status of your submission will be updated throughout the entire submission process. You will initially see a status of "Submitted" as the record is awaiting backend validation prior to being sent to the state. If the record is rejected by backend validations, the status will change to "Rejected." You can view the reasons for rejection by clicking on the member's full name.

If the record passes backend validations, it will be batched together with all other pending records and sent to the state. The status will be set to "Sent to State" while awaiting state validation. The status of the record will change to either "Accepted" or "Rejected" based on the response from the state.

Note: A submission should have a final status of "Accepted" or "Rejected" within 7 days of submission. If you notice this is not the case, please contact Mercy Care Data Management.

Note: Screenshots may vary from actual web page displays due to production updates.